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	Type	L #	Hits	Search Text	DBs	Time Stamp
1	BRS	L2	62	flight and arrival and departure and reservation and airport	USPAT	2002/11/20 14:54
2	BRS	L3	39	flight and arrival and departure and reservation and airport and (proximity or close or mileage)	USPAT	2002/11/20 14:37
3	BRS	L4	8	flight and arrival and departure and reservation and (airport same (proximity or close or mileage))	USPAT	2002/11/20 14:37

considered *WW*

	Type	L #	Hits	Search Text	DBs	Time Stamp
1	IS&R	L2	154	(705/5).CCLS.	USPAT	2002/11/20 09:23
2	IS&R	L3	74	(705/6).CCLS.	USPAT	2002/11/20 09:24
3	BRS	L4	95	flight and arrival and departure and reservation	USPAT	2002/11/20 09:24
4	BRS	L5	106	flight and arrival and departure and reservation	USPAT	2002/11/20 09:29
5	BRS	L6	49	flight and arrival and departure and reservation and (rank or ranking or sort or sorting or prioritize or prioritizing)	USPAT	2002/11/20 09:30
6	BRS	L7	33	flight and arrival and departure and reservation and (rank or ranking or sort or sorting or prioritize or prioritizing) and price	USPAT	2002/11/20 09:31

	Type	L #	Hits	Search Text	DBs	Time Stamp
1	BRS	L1	6	flight and arrival and departure and reservation	EPO; JPO; DERWENT	2002/11/20 10:33
2	BRS	L2	102	flight and reservation	EPO; JPO; DERWENT	2002/11/20 10:34
3	BRS	L3	39	flight and reservation and time	EPO; JPO; DERWENT	2002/11/20 10:34

consider all (handwritten)

consider all (handwritten)

```
### Status: Path 1 of [Dialog Information Services via Modem]

### Status: Initializing TCP/IP using (UseTelnetProto 1 ServiceID pto-dialog)
Trying 31060000009999...Open

DIALOG INFORMATION SERVICES
PLEASE LOGON:
 ******** HHHHHHHH SSSSSSSS?
### Status: Signing onto Dialog
 ********
ENTER PASSWORD:
 ******** HHHHHHHH SSSSSSSS? ********
Welcome to DIALOG
### Status: Connected


Dialog level 02.11.01D

Last logoff:  18nov02 08:40:23
Logon file405 20nov02 10:47:36
             *** ANNOUNCEMENT ***
                    ***
--File 515 D&B Dun's Electronic Business Directory is now online
completely updated and redesigned. For details, see HELP NEWS 515.
                    ***
--File 990 - NewsRoom now contains May 2002 to present records.
File 993 - NewsRoom archive contains 2002 records from January 2002-
April 2002. To search all 2002 records, BEGIN 990,993 or B NEWS2002.
                    ***
--Alerts have been enhanced to allow a single Alert profile to be
stored and run against multiple files. Duplicate removal is available
across files and for up to 12 months. The Alert may be run according
to the file's update frequency or according to a custom
calendar-based schedule. There are no additional prices for these
enhanced features. See HELP ALERT for more information.
                    ***
--U.S. Patents Fulltext (File 654) has been redesigned with
new search and display features.  See HELP NEWS 654 for
information.
                    ***
--Connect Time joins DialUnits as pricing options on Dialog.
See HELP CONNECT for information.
                    ***
--CLAIMS/US Patents (Files 340,341, 942) have been enhanced
with both application and grant publication level in a
single record. See HELP NEWS 340 for information.
                    ***
--SourceOne patents are now delivered to your email inbox
as PDF replacing TIFF delivery. See HELP SOURCE1 for more
information.
                    ***
--Important news for public and academic
libraries.  See HELP LIBRARY for more information.
                    ***
--Important Notice to Freelance Authors--
See HELP FREELANCE for more information
                    ***
For information about the access to file 43 please see Help News43.
***
NEW FILES RELEASED
***Dialog NewsRoom - Current 3-4 months (File 990)
***Dialog NewsRoom - 2002 Archive (File 993)
***Dialog NewsRoom - 2001 Archive (File 994)
***Dialog NewsRoom - 2000 Archive (File 995)
***TRADEMARKSCAN-Finland (File 679)
***TRADEMARKSCAN-Norway  (File 678)
***TRADEMARKSCAN-Sweden  (File 675)
                    ***
```

UPDATING RESUMED
***Delphes European Business (File 481)
                          ***
RELOADED
***D&B Dun's Electronic Business Directory (File 515)
***U.S. Patents Fulltext 1976-current (File 654)
***Population Demographics (File 581)
***Kompass Western Europe (File 590)
***D&B - Dun's Market Identifiers (File 516)

REMOVED
CSA Files:
***Abstracts in New Technologies and Engineering (File 238)
***Aerospace Database (File 108)
***Aluminium Industry Abstracts (File 33)
***Applied Social Sciences Index and Abstracts (File 232)
***Aquatic Sciences and Fisheries Abstracts (File 44)
***ARTbibliographies Modern (File 56)
***Ceramic Abstracts (File 335)
***Conference Papers Index (File 77)
***Engineered Materials Abstracts (File 293)
***ISMEC: Mechanical Engineering Abstracts (File 14)
***Life Sciences Collection (File 76)
***Linguistics and Language Behavior Abstracts (File 36)
***LISA (Library & Information Science Abstracts) (File 61)
***Materials Business File (File 269)
***METADEX: Metals Science (File 32)
***Oceanic Abstracts (File 28)
***Pollution Abstracts (File 41)
***Sociological Abstracts (File 37)
***Water Resources Abstracts (File 117)
Other files:
***Chicago Tribune (File 632)
***Fort Lauderdale Sun Sentinel (File 497)
***The Orlando Sentinel (File 705)
***Newport News Daily Press (File 747)
***U.S. Patents Fulltext 1980-1989 (File 653)
***Washington Post (File 146)
***Books in Print (File 470)
***Court Filings (File 793)
***Publishers, Distributors & Wholesalers of the U.S. (File 450)
***State Tax Today (File 791)
***Tax Notes Today (File 790)
***Worldwide Tax Daily (File 792)

New document supplier
IMED has been changed to INFOTRIE (see HELP OINFOTRI)

      >>> Enter BEGIN HOMEBASE for Dialog Announcements <<<
      >>>   of new databases, price changes, etc.   <<<
                    ****
COREFULL is set ON as an alias for 15,9,623,810,275,624,636,621,813,16,160,148,20.
COREABS is set ON as an alias for 77,35,593,65,2,233,99,473,474,475.
COREALL is set ON as an alias for COREFULL,COREABS.
SOFTFULL is set ON as an alias for 278,634,256.
EUROFULL is set ON as an alias for 348,349.
JAPOABS is set ON as an alias for 347.
HEALTHFULL is set ON as an alias for 442,149,43,444.
HEALTHABS is set ON as an alias for 5,73,151,155,34,434.
DRUGFULL is set ON as an alias for 455,129,130.
DRUGABS is set ON as an alias for 74,42.
INSURANCEFULL is set ON as an alias for 625,637.
INSURANCEABS is set ON as an alias for 169.
TRANSPORTFULL is set ON as an alias for 80,637.
TRANSPORTABS is set ON as an alias for 108,6,63.
ADVERTISINGFULL is set ON as an alias for 635,570,PAPERSMJ,PAPERSEU.
INVENTORYABS is set ON as an alias for 8,14,94,6,34,434,7.
BANKINGFULL is set ON as an alias for 625,268,626,267.

BANKINGABS is set ON as an alias for 139.
HEALTHALL is set ON as an alias for COREFULL,COREABS,HEALTHFULL,HEALTHABS.
INSURANCEALL is set ON as an alias for COREFULL,COREABS,INSURANCEFULL,INSURANCEABS.
RESERVATIONALL is set ON as an alias for COREFULL, COREABS.
OPERATIONSALL is set ON as an alias for COREFULL,COREABS,INVENTORYABS.
TRANSPORTALL is set ON as an alias for COREFULL,COREABS,TRANSPORTFULL,TRANSPORTABS.
ADVERTISINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGFULL.
SHOPPINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGALL,47.
INVENTORYALL is set ON as an alias for COREFULL,COREABS,INVENTORYFULL.
BANKINGALL is set ON as an alias for COREFULL,COREABS,BANKINGFULL,BANKINGABS.
PORTFOLIOALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.
TRADINGALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.
CREDITALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.
FUNDSALL is set ON as an alias for COREFULL,COREABS,BANKINGALL,608.
* **   ***
SYSTEM:HOME
Cost is in DialUnits
Menu System II: D2 version 1.7.8 term=ASCII
                        *** DIALOG HOMEBASE(SM) Main Menu ***

  Information:
   1. Announcements (new files, reloads, etc.)
   2. Database, Rates, & Command Descriptions
   3. Help in Choosing Databases for Your Topic
   4. Customer Services (telephone assistance, training, seminars, etc.)
   5. Product Descriptions

  Connections:
   6. DIALOG(R) Document Delivery
   7. Data Star(R)

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     /H = Help   /L = Logoff   /NOMENU = Command Mode

Enter an option number to view information or to connect to an online
 service. Enter a BEGIN command plus a file number to search a database
(e.g., B1 for ERIC).
?s corefull, transportfull, coreabs, transportabs
>>Invalid Option Number

?b corefull, coreabs, transportfull, transportabs

>>>   77 does not exist
>>>   108 does not exist
>>>2 of the specified files are not available
        20nov02 10:49:03 User242933 Session D126.1
            $0.00   0.184 DialUnits FileHomeBase

```
     $0.00   Estimated cost FileHomeBase
     $0.43   TELNET
     $0.43   Estimated cost this search
     $0.43   Estimated total session cost    0.184 DialUnits


SYSTEM:OS  - DIALOG OneSearch
   File   15:ABI/Inform(R)   1971-2002/Nov 19
          (c) 2002 ProQuest Info&Learning
*File   15: Alert feature enhanced for multiple files, duplicate
removal, customized scheduling. See HELP ALERT.
   File    9:Business & Industry(R)   Jul/1994-2002/Nov 19
          (c) 2002 Resp. DB Svcs.
   File 623:Business Week  1985-2002/Nov 19
          (c) 2002 The McGraw-Hill Companies Inc
   File 810:Business Wire  1986-1999/Feb 28
          (c) 1999 Business Wire
   File 275:Gale Group Computer DB(TM)   1983-2002/Nov 20
          (c) 2002 The Gale Group
   File 624:McGraw-Hill Publications  1985-2002/Nov 01
          (c) 2002 McGraw-Hill Co. Inc
   File 636:Gale Group Newsletter DB(TM)   1987-2002/Nov 20
          (c) 2002 The Gale Group
   File 621:Gale Group New Prod.Annou.(R)   1985-2002/Nov 18
          (c) 2002 The Gale Group
   File 813:PR Newswire  1987-1999/Apr 30
          (c) 1999 PR Newswire Association Inc
   File   16:Gale Group PROMT(R)   1990-2002/Nov 20
          (c) 2002 The Gale Group
*File   16: Alert feature enhanced for multiple files, duplicate
removal, customized scheduling. See HELP ALERT.
   File 160:Gale Group PROMT(R)   1972-1989
          (c) 1999 The Gale Group
   File 148:Gale Group Trade & Industry DB  1976-2002/Nov 19
          (c)2002 The Gale Group
*File 148: Alert feature enhanced for multiple files, duplicate
removal, customized scheduling. See HELP ALERT.
   File   20:Dialog Global Reporter  1997-2002/Nov 20
          (c) 2002 The Dialog Corp.
   File   35:Dissertation Abs Online  1861-2002/Oct
          (c) 2002 ProQuest Info&Learning
   File 593:KOMPASS Central/Eastern Europe  2002/Jun
          (c) 2002 KOMPASS Intl.
   File   65:Inside Conferences  1993-2002/Nov W3
          (c) 2002 BLDSC all rts. reserv.
   File    2:INSPEC  1969-2002/Nov W3
          (c) 2002 Institution of Electrical Engineers
*File    2: Alert feature enhanced for multiple files, duplicates
removal, customized scheduling. See HELP ALERT.
   File 233:Internet & Personal Comp. Abs.   1981-2002/Nov
          (c) 2002 Info. Today Inc.
   File   99:Wilson Appl. Sci & Tech Abs  1983-2002/Oct
          (c) 2002 The HW Wilson Co.
   File 473:FINANCIAL TIMES ABSTRACTS   1998-2001/APR 02
          (c) 2001 THE NEW YORK TIMES
*File 473: This file will not update after March 31, 2001.
It will remain on Dialog as a closed file.
   File 474:New York Times Abs  1969-2002/Nov 20
          (c) 2002 The New York Times
   File 475:Wall Street Journal Abs  1973-2002/Nov 20
          (c) 2002 The New York Times
   File   80:TGG Aerospace/Def.Mkts(R)   1986-2002/Nov 20
          (c) 2002 The Gale Group
   File 637:Journal of Commerce  1986-2002/Nov 12
          (c) 2002 Commonwealth Bus. Media
   File    6:NTIS 1964-2002/Nov W3
          (c) 2002 NTIS, Intl Cpyrght All Rights Res
*File    6: Alert feature enhanced for multiple files, duplicates
removal, customized scheduling. See HELP ALERT.
```

```
      Set  Items  Description
      ---  -----  -----------
?s flight and reservation and arrival and departure and price
Processed  10 of  26 files ...
Processing
Completed processing all files
          1027321  FLIGHT
           209350  RESERVATION
           395823  ARRIVAL
           374320  DEPARTURE
          6532659  PRICE
      S1      364  FLIGHT AND RESERVATION AND ARRIVAL AND DEPARTURE AND
                   PRICE
?s s1 and (sort or sorting or rank or ranking or prioritize or prioritizing)
              364  S1
           713220  SORT
           109850  SORTING
           335857  RANK
           397950  RANKING
            42343  PRIORITIZE
            17378  PRIORITIZING
      S2       76  S1 AND (SORT OR SORTING OR RANK OR RANKING OR PRIORITIZE
                   OR PRIORITIZING)
?s s2 and (location or origin or destination or departure)
               76  S2
          1564619  LOCATION
           349829  ORIGIN
           435572  DESTINATION
           374320  DEPARTURE
      S3       76  S2 AND (LOCATION OR ORIGIN OR DESTINATION OR DEPARTURE)
?s s3 and time
               76  S3
         15887131  TIME
      S4       75  S3 AND TIME
?type s4/3,ab/all
>>>No matching display code(s) found in file(s): 65, 593, 623-624, 637,
   810, 813
```

Considered title – abstracts

 4/3,AB/1   (Item 1 from file: 15)

02358869 118417871
Perceived fairness of yield management
Kimes, Sheryl E
Cornell Hotel & Restaurant Administration Quarterly v43n1 PP: 21-30 Feb
2002 ISSN: 0010-8804 JRNL CODE: CHR
WORD COUNT: 5473

ABSTRACT: This study, which reports on how customers view yield-management
practices in the hotel and airline industries, found practices commonly
used in the hotel industry to be perceived as unfair by consumers. To be
successful with yield management, hotels must practice it in such a way
that customers view transactions as fair. To do this, hotel managers should
concentrate on maintaining an acceptable balance between the hotel's
profits and the consumer's benefits, for example, by giving discounts in
exchange for acceptable restrictions or penalties. Doing so will have a
favorable effect on the perceived value of room rates. Hotel managers need
to educate their customers about the practice of yield management in the
hotel industry.

 4/3,AB/2   (Item 2 from file: 15)

02230842 82118409
Leading the way
Radding, Alan; King, Julia
Computerworld v1n4 PP: 14-22 Sep/Oct 2001 ISSN: 0010-4841 JRNL CODE:
COW
WORD COUNT: 5510

ABSTRACT: The largest firms to make Computerworld ROI's list of wireless
innovators are deploying wireless applications that are extensions of the
things they already do in the wired world. Fidelity Investments, for
example, is providing customers with wireless access to account information
through Fidelity Anywhere. United Networks, a wholly owned subsidiary of
United Air Lines Inc., is alerting the airline's passengers to changes in
the status of their flights. Thrifty Car Rental lets its wireless customers
make and confirm reservations. Producers Lloyds Insurance Co. in Amarillo,
Texas, lets agents access the account information of its farmer customers
to file claims and authorize payments from the middle of cornfields.

   4/3,AB/3   (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

01950202 45632892
Taking a tough line
Anonymous
Director v53n3 PP: 80-94 Oct 1999 ISSN: 0012-3242 JRNL CODE: DRT
WORD COUNT: 7526

ABSTRACT: Despite the extensive travel options facing the businessman
abroad, many companies are being forced to cut back on expenditure, as
prices, and air fares in particular, continue to go skyward. The importance
of transatlantic travel over the pervious 12 months has been exacerbated by
the recent economic problems of the Asia/Pacific region. Although now
recovering, the downturn in these markets has hit the profitability of all
major airlines, especially the big US carriers but including British
Airways. In response, they have turned to the transatlantic market to boost
revenues: credit-card giant American Express, which regularly monitors
corporate spending on travel, says that business-class fares to North
America from the UK have increased by 17% over the past 2 years. In
contrast, business fares from the UK to western Europe rose by only 9% over
the same period. A discussion of business travel in general is presented.

   4/3,AB/4   (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

01879883 05-30875
Learning by going? The management educator as expatriate
Schermerhorn, John R Jr
Journal of Management Inquiry v8n3 PP: 246-256 Sep 1999 ISSN: 1056-4926
JRNL CODE: JOMI
WORD COUNT: 8814

ABSTRACT: Conversations, vignettes, and reconstructed events are used to
introduce just a glimpse at the rich and varied experienced of an
expatriate assignment. Although there is heightened scholarly interest in
the challenges of expatriate work, the fact that more universities are
active in global alliances and more faculty are traveling abroad to enrich
their career portfolios makes the specific case of the management educator
as expatriate timely and appropriate. This is especially true in the
context of growing interest in international business programs and courses.

4/3,AB/5   (Item 5 from file: 15)

01691206 03-42196
An expansive proposition
Michel, Roberto
Manufacturing Systems v16n7 PP: 25-106 Jul 1998 ISSN: 0748-948X
JRNL CODE: MFS
WORD COUNT: 33912

ABSTRACT: Enterprise systems used to be concerned mainly with the
activities within the four walls of a plant. Those days are long gone, both
for enterprise resources planning systems and maintenance management
systems. The list of the 1998 Manufacturing Systems Software top ERP and
maintenance management systems firms is presented, and ERP and maintenance
management systems firms are each briefly profiled.

4/3,AB/6   (Item 6 from file: 15)

01368110 00-19097
Mrs. Dred Scott
VanderVelde, Lea; Subramanian, Sandhya
Yale Law Journal v106n4 PP: 1033-1122 Jan 1997 ISSN: 0044-0094
JRNL CODE: YLJ
WORD COUNT: 53053

ABSTRACT: Conventional legal scholarship has failed to recognize the Dred
Scott case as a step toward the establishment of personal and family
freedom - an evolution that the contributions of Harriet Robinson Scott,
the wife of Dred Scott, may well have catalyzed. The intersecting
subordinations of race and gender not only impelled Harriet toward freedom
but   also effaced her role in fighting for that freedom. A paper
reconstructs the narrative of Harriet Robinson Scott's life, the role she
played in the Dred Scott litigation, and her own claims to freedom. The
paper's focus on Harriet compensates for the historical erasure of enslaved
women's contributions to legal reform and transforms general understanding
of   the supposed inevitability of the Taney Court's decision under
contemporary legal standards. Seen through the lens of Harriet Robinson
Scott's life, the Dred Scott litigation teaches about the historically
contingent nature of coercion and agency, slavery and freedom, individual
autonomy and family integrity.

4/3,AB/7   (Item 7 from file: 15)

01155588 98-04983
Identifying the information requirements to deliver quality service
Berkley, Blair J; Gupta, Amit
International Journal of Service Industry Management v6n5 PP: 16-35 1995
ISSN: 0956-4233 JRNL CODE: SIM
WORD COUNT: 8478

ABSTRACT: It is asserted that defining information requirements is perhaps
the most neglected aspect of the information management process. One
explanation is that the high costs of implementing information technology
generally focuses management's attention on the technology (hardware and
software) and preempts discussion of issues concerned with the information
itself. It is contended that, because of the failure to focus on
information issues, few organizations know what information they have or
need. An identification is made of the information requirements needed to
deliver quality service in high customer-contact businesses. An analysis is

conducted of the service-delivery process into input, process and output staging, and the information requirements for each stage are specified. Numerous example from leading service-sector firms are given to show how information technology can be used to dramatically improve service quality.

4/3,AB/8   (Item 8 from file: 15)

01121604   97-70998
Science and interpretation in consumer research: A radical behaviourist perspective
Foxall, Gordon R

ABSTRACT: It is argued that a positivistic stance, radical behaviorism, can enrich epistemological debate among researchers with the recognition of radical behaviorism's ultimate reliance on interpretation as well as science. Although radical behaviorism was initially founded on Machian positivism, its account of complex social behaviors such as purchase and consumption is necessarily interpretive, inviting comparison with the hermeneutical approaches currently emerging in consumer research. Radical behaviorist interpretation attributes meaning to behavior by identifying its environmental determinants, especially the learning history of the individual in relation to the consequences similar prior behavior has effected. The nature of such interpretation is demonstrated for purchase and consumption responses by means of a critique of radical behaviorism as applied to complex human activity. A framework is developed and applied for radical behaviorist interpretation of purchase and consumption to 4 operant equifinality classes of consumer behavior: accomplishment, pleasure, accumulation and maintenance. Some epistemological implications of this framework, the behavioral perspective model of purchase and consumption, are discussed in the context of the relativity and incommensurability of research paradigms. Finally, the interpretive approach is evaluated, particularly in terms of its relevance to the nature and understanding of managerial marketing.

4/3,AB/9   (Item 9 from file: 15)

01103444   97-52838
"Hold my place, please"
Harris, Frederick H deB; Peacock, Peter

ABSTRACT: Yield management (YM) is being used today in a variety of service industries to allocate airline seats, hotel rooms, railroad cars, rental cars, advertising space, elective surgeries, satellite transmission and printing press runs. YM is an integrated demand-management, order-booking and capacity-planning process that focuses on 2 aspects of service quality: order-change responsiveness and delivery reliability. YM is also an operational approach that integrates financial, operations and marketing strategy with pricing and service capacity-allocation tactics to maximize revenue from preexisting capacity. Its key features include an explicit recognition of the strategic interaction among rival sellers competing on **price** , quality and distribution and integrated product-line management that crosses the functional borderlines between marketing, operations and finance.

4/3,AB/10   (Item 10 from file: 15)

01069348 97-18742
The not-so-rough guide to the world
Juste, Emily
Director v48n8 PP: 69-76 Mar 1995 ISSN: 0012-3242 JRNL CODE: DRT
WORD COUNT: 1972

ABSTRACT: The combination of the Gulf War and the recession have made the
life of the business traveler more comfortable and efficient. Travel
suppliers have moved from the complacency of the 1980s to 1990s-style
activity, wooing back the business that was lost during the lean years. One
result is that this lucrative, yet little-tracked segment of the travel
market has been better researched. Official Airline Guides (OAG) discovered
from its Business Traveler Survey that by far the most favored
preoccupation on board was sleeping, so seat comfort and cabin
configuration have been scrutinized. The major airlines are also competing
fiercely for the flying office crown, installing telephones and faxes. The
business traveler of the next millennium should, in theory, face a
high-tech, push-button, paperless and queue-less world. Hotels are not far
behind the airlines. Here, too, technology has driven the major changes. At
last, the major chains have on-line **reservation** systems which allow them
to improve their yield management.

4/3,AB/11   **(Item 11 from file: 15)**

01067695 97-17089
Using scenario analysis to manage the strategic risks of reengineering
Clemons, Eric K
Sloan Management Review v36n4 PP: 61-71 Summer 1995 ISSN: 0019-848X
JRNL CODE: SMZ
WORD COUNT: 8146

ABSTRACT: Reengineering is risky business, and the risks result both when
companies try to do too little in their reengineering efforts and when they
try to do enough. They may make the wrong or inadequate changes to systems
or processes, or they may make radical changes that lead to political
backlashes. To manage the risks of reengineering, it is essential to
anticipate a company's future environmental and operational uncertainties
and to achieve consensus on the changes that need to be made. Scenario
analysis provides a way to avoid the obstacles to revisioning -
overconfidence, intellectual arrogance, and anchoring in the present.

4/3,AB/12   **(Item 12 from file: 15)**

00832111 94-81503
Perceived fairness of yield management
Kimes, Sheryl E
Cornell Hotel & Restaurant Administration Quarterly v35n1 PP: 22-24+ Feb
1994 ISSN: 0010-8804 JRNL CODE: CHR
WORD COUNT: 5124

ABSTRACT: Nearly all capacity-constrained service firms should consider
adopting a yield-management system if customers can be persuaded that
yield-management measures are fair. Yield management is a method that can
help a firm sell the right inventory unit to the right customer at the
right **time** and for the right **price** . The principle of dual entitlement
holds that most customers believe that they are entitled to a reasonable
 price and that firms are entitled to a reasonable profit. One way of
increasing **price** without incurring customer wrath is to attach
restrictions so that higher prices seem fair by comparison. When a firm

deviates from its reference transaction, it must balance the perceived gains and losses to each party. In a yield-management system, the firm can choose to give customers a benefit, but it may apply restrictions. To succeed with yield management, a hotel has to concentrate on the acceptable practices, which include providing information on the different pricing options, and avoiding the unacceptable ones, which include offering insufficient benefits in exchange for restrictions.

4/3,AB/13   (Item 13 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00710767 93-59988
Property in land
Ellickson, Robert C
Yale Law Journal v102n6 PP: 1315-1400 Apr 1993 ISSN: 0044-0094
JRNL CODE: YLJ
WORD COUNT: 42691

ABSTRACT: The basic issues of land ownership are examined using both theoretical perspectives, such as the rational-actor model, and historical evidence on the evolution of land institutions, including case studies of several land regimes. Several positive and normative propositions about the evolution of land regimes are presented. The most general of the positive propositions, the efficiency thesis, asserts that land rules within a close-knit group evolve so as to minimize its members' costs. The close-knit group tends to create, through custom and law, a cost-minimizing land regime that adaptively responds to changes in risk, technology, demand, and other economic conditions. In doing so, the group opportunistically mixes private, public, and open-access lands. The case studies used also demonstrate that anthropology and history can enrich legal analysis of property rights in land.

4/3,AB/14   (Item 14 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00666941 93-16162
Frequent flyer programs and business travellers: An empirical investigation
Nako, Steven M
Logistics & Transportation Review v28n4 PP: 395-414 Dec 1992 ISSN:
    0047-4991 JRNL CODE: LTR
WORD COUNT: 6637

ABSTRACT: The frequent flyer program has been given credit for creating an airline loyalty effect among its members. Disaggregate travel data from 1990-1991 were used to examine the effects of frequent flyer programs on business travelers' choice of airline. It was found that the competitive advantage enjoyed by a larger airline vis-a-vis the frequent flyer program is significantly reduced in markets where its smaller rival has developed a hub. This variation was illustrated in a comparison between the effectiveness of USAir's Frequent Traveler program and American's AAdvantage program among air travelers living in Baltimore, Maryland, and Dallas-Fort Worth, Texas. No significant differences were found between frequent flyers and non-frequent flyers regarding their preferences over fares and service characteristics. The interaction between total travel **time** and frequent flyer memberships demonstrated the greatest significance.

4/3,AB/15   (Item 15 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00611903 92-27006
Free Ride

ABSTRACT: Since their inception in 1981, frequent flyer promotions that
were intended to have limited life spans have become a cultural fixture.
According to associate professor of logistics, policy, and strategy at the
University of Georgia at Athens Frederick Stephenson, the mileage credits
for free trips, upgrades, and other awards have made the airline ticket an
augmented product. For the larger airlines in particular, the advantages of
the frequent-flyer programs far outweigh the liabilities. American's
AAdvantage program head Bruce Chemel notes that because planes are rarely
filled to capacity, the costs of carrying frequent flyers who have cashed
in coupons are marginal. The frequent-flyer programs generate at least $6
billion in additional revenues for the airline industry. In addition,
revenue is generated by tie-ins with hotels and other travel-related
businesses.

4/3,AB/16   (Item 1 from file: 9)

**LOW-FARE CARRIERS CHALLENGE NORTHWEST IN MINNEAPOLIS-ST. PAUL AIRPORT
(Northwest Airlines, with over 80% of air travel out of Minneapolis-St.
  Paul International Airport, faces competition from smaller rivals)**

ABSTRACT:
Eagan-based Northwest Airlines, which controls more than 80% of air travel
out of the Minneapolis-St. Paul International Airport, tightly guards its
market share from rivals, no matter how small. It considers this as normal
business procedure and necessary before market shifts become too serious to
need more radical measures. Several small carriers are challenging the
giant by offering cheap fares to the delight of budget-conscious travelers
to such destinations as Chicago, Denver, Detroit and Kansas City. The
airlines include MLT, Vanguard of Kansas City, Frontier of Denver, Kiwi
International, Mark Air of Denver and ValuJet of Atlanta. Northwest,
however, is going all-out in meeting the challenge. It has added flights,
cuts fares across the board and offers frequent flier benefits, which
nurture intense loyalty among business travelers. It can afford to play
head-on against small newcomers since its geographically isolated market
attract few big players. The **price** war tells on the financial positions
of the small carriers. Vanguard, for instance, had an accumulated deficit
of $9.6 mil and negative stockholders' equity of $3.4 mil. The article
provides detailed information on comparative pricing structures of the
airlines for specific destinations.

4/3,AB/17   (Item 1 from file: 623)

TRAVEL SURVIVAL GUIDE: Hot tips to ease your trip

4/3,AB/18   (Item 2 from file: 623)

0188111   (USE FORMAT 7 FOR FULLTEXT)
PLANNING A TRIP? LET YOUR PC DO THE LEGWORK
EDITED BY PETER FINCH

Jim Ellis
Business Week, February 5, 1990, Number 3144, Pg 92
JOURNAL CODE: BW
SECTION HEADING: Personal Business: Travel
WORD COUNT: 894

4/3,AB/19   (Item 1 from file: 275)

02604113   SUPPLIER NUMBER: 86035289   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Spoken dialogue technology: enabling the conversational user
  interface.(human-computer interaction)**
McTear, Michael F.
ACM Computing Surveys, 34, 1, 90(80)
March, 2002
ISSN: 0360-0300   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 46927   LINE COUNT: 03914

AUTHOR ABSTRACT: Spoken dialogue systems allow users to interact with
computer-based applications such as databases and expert systems by using
natural spoken language. The origins of spoken dialogue systems can be
traced back to Artificial Intelligence research in the 1950s concerned with
developing conversational interfaces. However, it is only within the last
decade or so, with major advances in speech technology, that large-scale
working systems have been developed and, in some cases, introduced into
commercial environments. As a result many major telecommunications and
software companies have become aware of the potential for spoken dialogue
technology to provide solutions in newly developing areas such as
computer-telephony integration. Voice portals, which provide a speech-based
interface between a telephone user and Web-based services, are the most
recent application of spoken dialogue technology. This article describes
the main components of the technology--speech recognition, language
understanding, dialogue management, communication with an external source
such as a database, language generation, speech synthesis--and shows how
these component technologies can be integrated into a spoken dialogue
system. The article describes in detail the methods that have been adopted
in some well-known dialogue systems, explores different system
architectures, considers issues of specification, design, and evaluation,
reviews some currently available dialogue development toolkits, and
outlines prospects for future development.
        Categories and Subject Descriptors: H.5.2 (Information Interfaces and
Presentation): User Interfaces--Natural language, Voice I/O; I.2.7
(Artificial Intelligence): Natural Language Processing--Discourse, Speech
recognition and synthesis
        General Terms: Human Factors
        Additional Key Words and Phrases: Dialogue management, human computer
interaction, language generation, language understanding, speech
recognition, speech synthesis

4/3,AB/20   (Item 2 from file: 275)

02392819   SUPPLIER NUMBER: 61639137   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Working the Web Bazaar.(Industry Trend or Event)
Furger, Roberta
PC World, 18, 5, 35
May, 2000
ISSN: 0737-8939   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract

ABSTRACT: Three categories of online shopping sites are available for
consumers to negotiate rock-bottom prices for products that they want to
acquire. These are name-your- **price** sites, reverse-auction sites and
group-buying sites. Name-your- **price** sites such as Priceline.com allow
shoppers to specify a **price** that they are willing to pay for an item or a
service. Reverse-auction sites such as NexTag.com combine features of the
name-your- **price** sites together with shopping bots. Group-buying sits such
as Accompany.com attract buyers with the promise that prices will drop as
the number of purchasers for the product increases.

4/3,AB/21   (Item 3 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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02129458   SUPPLIER NUMBER: 20080362   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Be your own travel agent. (15 travel Web sites) (includes related articles
    on the editors' choice, travel resources and airline Web sites) (Company
    Business and Marketing)**
Fastie, Will; Garris, John; Cohen, Alan; Dawes, Trevor A.; Leger, Jill;
Rabinovitch, Eyal; Munro, Jay; Lidsky, David
PC Magazine, v17, n1, p177(11)
Jan 6, 1998
ISSN: 0888-8507   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 7201   LINE COUNT: 00561

ABSTRACT: Biztravel.com is named the editors' choice among the business
travel Web sites evaluated, but there was no recommendation made for
vacation travel, showing that the Web cannot yet take the place of a travel
agent. Biztravel.com develops a traveler profile as complete as those used
by travel agents, including an unlimited number of frequent-(fill in the
blank) programs. American Express Travel features a **reservation** system
that is easy to use, but it lacks Biztravel.com's amenities. Atevo Travel
features a travelers' bulletin board, **destination** highlights, and
electronic postcards. CNN Interactive's Travel Guide also features an
easy-to-use **reservation** system and a low-fare tracking system, as well as
the CNN online guidebook. Excite Travel by City.Net is a great information
resource for travel of all kinds. Internet Travel Network can be used in
conjunction with a local travel agent. Also described are Microsoft
Expedia.com, Outtahere, Preview Travel, TheTrip.com, Travelocity, TravelWeb
and Uniglobe Travel Online.

4/3,AB/22   (Item 4 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2002 The Gale Group. All rts. reserv.

01931332   SUPPLIER NUMBER: 18227194   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Road ready. (computing tips for business travel) (includes related articles
    on travel tales from hell and the wired traveler's toolkit) (Industry
    Trend or Event)(Cover Story)**
Binder, Mark
Home Office Computing, v14, n5, p71(8)
May, 1996
DOCUMENT TYPE: Cover Story   ISSN: 0899-7373   LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 6611   LINE COUNT: 00484

ABSTRACT: A plethora of useful tips, resources and guidelines are provided
to help prevent or solve anything that could possible go wrong when on a
business trip. Business travellers can initially trouble-proof a trip
before leaving by planning ahead. Tips on preparing and using a portable
computer are provided as well as general packing and travel tips. Once the
trip is underway, travellers need to respond to **flight** delays and laptop
difficulties with a level head. Suggestions for connecting modems to hotel
telephone lines will help prevent connection mishaps. Other tips include
protecting confidential information, how to cope with computer freezes and

a general listing of on the road resources.

4/3,AB/23   (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications

01218722
**Scheduling and Dispatch Software: B/CA takes a look at the more popular
    S&D software tools.**
Business & Commercial Aviation January, 2002; Pg 74; Vol. 90, No. 1
Journal Code: BCA   ISSN: 0191-4642
Section Heading: Special Report
Word Count: 8,181   *Full text available in Formats 5, 7 and 9*

4/3,AB/24   (Item 2 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications

01165109
TRAVEL SURVIVAL GUIDE: Hot tips to ease your trip
Business Week April 23, 2001; Pg 18; Number 3729
Journal Code: BW   ISSN: 0007-7135
Section Heading: Small Biz: Cover Story
Word Count: 1,720   *Full text available in Formats 5, 7 and 9*

BYLINE:
By Janin Friend

4/3,AB/25   (Item 3 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications

0188111
PLANNING A TRIP? LET YOUR PC DO THE LEGWORK
Business Week February 5, 1990; Pg 92; Number 3144
Journal Code: BW   ISSN: 0007-7135
Section Heading: Personal Business: Travel
Word Count: 894   *Full text available in Formats 5, 7 and 9*

BYLINE:
EDITED BY PETER FINCH

Jim Ellis

4/3,AB/26   (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)

01592958   Supplier Number: 42399269
INTELLIGENT SYSTEMS IN THE AIRLINE INDUSTRY
Intelligent Software Strategies, v7, n10, pN/A
Oct, 1991
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 3269

4/3,AB/27   (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

02578557   Supplier Number: 63571868
Delta Air Lines Reports Record June Quarter And Fiscal Year Results.
PR Newswire, pNA
July 20, 2000

Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 2983

4/3,AB/28   (Item 1 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)

08490868   Supplier Number: 72766320
**Taking care of (travel) business.(business travel in Canada and the
  busineses, such as the Crowne Plaza, that make it work)**
Canadian Business, v74, n5, p49
March 19, 2001
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; General Trade
Word Count: 3488

4/3,AB/29   (Item 2 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)

08379719   Supplier Number: 71017305
Cities that Sizzle.
Nation's Restaurant News, v35, n5, p12
Jan, 2001
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 97275

4/3,AB/30   (Item 3 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)

07593072   Supplier Number: 63571868
Delta Air Lines Reports Record June Quarter And Fiscal Year Results.
PR Newswire, pNA
July 20, 2000
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 2983

4/3,AB/31   (Item 4 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)

07303069   Supplier Number: 61881305
Ready For Market!(Industry Trend or Event)
Computer Telephony, v8, n4, p120
April, 2000
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 14848

4/3,AB/32   (Item 5 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)

07258615   Supplier Number: 61639137
Working the Web Bazaar.(Industry Trend or Event)
Furger, Roberta
PC World, v18, n5, p35
May, 2000
Language: English   Record Type: Fulltext Abstract
Document Type: Magazine/Journal; General Trade

Word Count: 4791

ABSTRACT:
Three categories of online shopping sites are available for consumers to
negotiate rock-bottom prices for products that they want to acquire. These
are name-your- **price** sites, reverse-auction sites and group-buying sites.
Name-your- **price** sites such as Priceline.com allow shoppers to specify a
price that they are willing to pay for an item or a service.
Reverse-auction sites such as NexTag.com combine features of the name-your-
price sites together with shopping bots. Group-buying sits such as
Accompany.com attract buyers with the promise that prices will drop as the
number of purchasers for the product increases.

4/3,AB/33   (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2002 The Gale Group. All rts. reserv.

03865258   Supplier Number: 45547711
Lufthansa shows its hand with smart cards
Travel Trade Gazette UK & Ireland, p6
May 17, 1995
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1143

4/3,AB/34   (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2002 The Gale Group. All rts. reserv.

03696164   Supplier Number: 45231203
Taking the hassle out of airline travel
Interavia Business & Technology, p31
Jan, 1995
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1528

4/3,AB/35   (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

15078554   SUPPLIER NUMBER: 92285354   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Hotel room-inventory management: an overbooking model. (Hotel Management).
Toh, Rex S.; Dekay, Frederick
Cornell Hotel & Restaurant Administration Quarterly, 43, 4, 79(12)
August, 2002
ISSN: 0010-8804   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 6847   LINE COUNT: 00676

4/3,AB/36   (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

14439788   SUPPLIER NUMBER: 84155239   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Reders' opinions, tips & recommendations. (Travelers' Intercom).(Brief
  Article)**
International Travel News, 27, 2, 22(29)
April, 2002
DOCUMENT TYPE: Brief Article   ISSN: 0191-8761   LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 14328   LINE COUNT: 01068

4/3,AB/37   (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

14358092   SUPPLIER NUMBER: 78363714   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Travelers' Intercom.(reader's tips)(Letter to the Editor)
International Travel News, 25, 12, 16
Feb, 2001
DOCUMENT TYPE: Letter to the Editor   ISSN: 0191-8761   LANGUAGE:
   English   RECORD TYPE: Fulltext
WORD COUNT: 14787   LINE COUNT: 01072

4/3,AB/38   (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

14222701   SUPPLIER NUMBER: 80689990   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Travelers' Intercom: Readers' opinions, tips & recommendations.
International Travel News, 26, 10, 24(22)
Dec, 2001
ISSN: 0191-8761   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 11376   LINE COUNT: 00831

4/3,AB/39   (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

14167598   SUPPLIER NUMBER: 81148692   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Travelers' intercom. (Readers' opinions, tips & recommendations).
International Travel News, 26, 11, 15(27)
Jan, 2002
ISSN: 0191-8761   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 13395   LINE COUNT: 00968

4/3,AB/40   (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

13883161   SUPPLIER NUMBER: 78873372   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Travelers' Intercom.
International Travel News, 26, 8, 21
Oct, 2001
ISSN: 0191-8761   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 12813   LINE COUNT: 00933

4/3,AB/41   (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

13281246   SUPPLIER NUMBER: 72766320   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Taking care of (travel) business.(business travel in Canada and the
busineses, such as the Crowne Plaza, that make it work)
Canadian Business, 74, 5, 49
March 19, 2001
ISSN: 0008-3100   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 3488   LINE COUNT: 00269

4/3,AB/42   (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

13170302   SUPPLIER NUMBER: 70977872   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Travelers' Intercom.(readers' opinions, tips & recommendations)
International Travel News, 26, 1, 20
March, 2001
ISSN: 0191-8761   LANGUAGE: English   RECORD TYPE: Fulltext

WORD COUNT: 14759   LINE COUNT: 01078

4/3,AB/43   (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

13159251   SUPPLIER NUMBER: 71017305   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Cities that Sizzle.
Nation's Restaurant News, 35, 5, 12
Jan, 2001
ISSN: 0028-0518   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 97275   LINE COUNT: 07665

4/3,AB/44   (Item 10 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

12696847   SUPPLIER NUMBER: 66184295   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Travelers' Intercom.
International Travel News, 25, 7, 18
Sept, 2000
ISSN: 0191-8761   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 14163   LINE COUNT: 01035

4/3,AB/45   (Item 11 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

12640453   SUPPLIER NUMBER: 65652830   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Travelers' Intercom.(Letter to the Editor)
International Travel News, 25, 8, 23
Oct, 2000
DOCUMENT TYPE: Letter to the Editor   ISSN: 0191-8761   LANGUAGE:
   English   RECORD TYPE: Fulltext
WORD COUNT: 16466   LINE COUNT: 01200

4/3,AB/46   (Item 12 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

12506872   SUPPLIER NUMBER: 64334454   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Travelers' Intercom.(travel experiences of readers)(Letter to the Editor)
International Travel News, 25, 6, 18
August, 2000
DOCUMENT TYPE: Letter to the Editor   ISSN: 0191-8761   LANGUAGE:
   English   RECORD TYPE: Fulltext
WORD COUNT: 12906   LINE COUNT: 00946

4/3,AB/47   (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

12479014   SUPPLIER NUMBER: 64162273   (USE FORMAT 7 OR 9 FOR FULL TEXT)
I'm waiting for a jet plane.(a look at the air travel)(Industry Overview)
Holstein, William J.; Lavelle, Marianne; Mulrine, Anna
U.S. News & World Report, 129, 6, 31
August 14, 2000
DOCUMENT TYPE: Industry Overview   ISSN: 0041-5537   LANGUAGE:
   English   RECORD TYPE: Fulltext
WORD COUNT: 3111   LINE COUNT: 00242

4/3,AB/48   (Item 14 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

12387256   SUPPLIER NUMBER: 63571868   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Delta Air Lines Reports Record June Quarter And Fiscal Year Results.
PR Newswire, NA
July 20, 2000
LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 3002   LINE COUNT: 00274

 4/3,AB/49   (Item 15 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

12301885   SUPPLIER NUMBER: 62769621   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Guard Changes.(Kevin Hatton and Bob Ayling leave British Airways)(Brief
  Article)**
Turney, Roger
Air Cargo World, 90, 5, 16
May, 2000
DOCUMENT TYPE: Brief Article   ISSN: 0745-5100   LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 912   LINE COUNT: 00073

 4/3,AB/50   (Item 16 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

12144511   SUPPLIER NUMBER: 61642844   (USE FORMAT 7 OR 9 FOR FULL TEXT)
The World Travelers' INTERCOM.(traveler alerts)
International Travel News, 23, 11, 16
Jan, 1999
ISSN: 0191-8761   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 19162   LINE COUNT: 01394

 4/3,AB/51   (Item 17 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

12076704   SUPPLIER NUMBER: 62003253   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Travelers' Intercom.
International Travel News, 25, 3, 18
May, 2000
ISSN: 0191-8761   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 16009   LINE COUNT: 01165

 4/3,AB/52   (Item 18 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

12014683   SUPPLIER NUMBER: 61639137   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Working the Web Bazaar.(Industry Trend or Event)
Furger, Roberta
PC World, 18, 5, 35
May, 2000
ISSN: 0737-8939   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 5124   LINE COUNT: 00389

ABSTRACT: Three categories of online shopping sites are available for
consumers to negotiate rock-bottom prices for products that they want to
acquire. These are name-your- **price** sites, reverse-auction sites and
group-buying sites. Name-your- **price** sites such as Priceline.com allow
shoppers to specify a **price** that they are willing to pay for an item or a
service. Reverse-auction sites such as NexTag.com combine features of the
name-your- **price** sites together with shopping bots. Group-buying sits such
as Accompany.com attract buyers with the promise that prices will drop as

the number of purchasers for the product increases.

4/3,AB/53   (Item 19 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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11771596   SUPPLIER NUMBER: 57889047   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Travelers' Intercom.
International Travel News, 24, 10, 20
Dec, 1999
ISSN: 0191-8761   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 10723   LINE COUNT: 00778

4/3,AB/54   (Item 20 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

11517853   SUPPLIER NUMBER: 56750680   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Yield Management: Filling Buckets, Papering the House.
Weigand, Robert E.
Business Horizons, 42, 5, 55
Sept, 1999
ISSN: 0007-6813   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 7675   LINE COUNT: 00598

4/3,AB/55   (Item 21 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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09832985   SUPPLIER NUMBER: 18259831   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Using scenario analysis to manage the strategic risks of reengineering.
   (includes related articles)**
Clemons, Eric K.
Sloan Management Review, v36, n4, p61(11)
Summer, 1995
ISSN: 0019-848X   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 8764   LINE COUNT: 00760

ABSTRACT: Reengineering is risky business, and the risks result both when
companies try to do too little in their reengineering efforts and when they
try to do enough. They may make the wrong or inadequate changes to systems
or processes, or they may make radical changes that lead to political
backlashes. To manage the risks of reengineering, according to the author,
it is essential to anticipate a company's future environmental and
operational uncertainties and to achieve consensus on the changes that need
to be made. Scenario analysis provides a way to avoid the obstacles to
"revisioning" - overconfidence, intellectual arrogance, and anchoring in
the present. (Reprinted by permission of the publisher.)

4/3,AB/56   (Item 22 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

09437580   SUPPLIER NUMBER: 19258933   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Databases: Peter's picks & pans. (evaluations of four database products)
Jacso, Peter
Database, v20, n2, p80(2)
April-May, 1997
ISSN: 0162-4105   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2515   LINE COUNT: 00192

ABSTRACT: United Airlines' United Connection on the World Wide Web has
information about flights and fares of 500 airlines, rental car listings
and room rates for hotels. One feature allows shoppers to search for the
best **price** on flights over a five day period. WTC (World Travel Center)

Database offers information for travellers about consolidator tickets.
CyberHound Online, despite winning the Information Industry Association
Hotshot award, is difficult to use and does not use adjacency terms well.
Pilgrim Media Inc's Her Heritage Database is also discussed.

4/3,AB/57   (Item 23 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

07672496   SUPPLIER NUMBER: 16218951   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Traveling with Europass: roundtrip from Geneva, a visitor explores three
   countries by train. (includes related article on understanding 24-hour
   train time **schedules) (Europe)**
Godwin, Nadine
Travel Weekly, v54, n6, pE3(4)
Jan 23, 1995
ISSN: 0041-2082   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4665   LINE COUNT: 00351

ABSTRACT: The new Europass focuses on five of the 17 Eurailpass countries
and is a flexible pass that allows riders to use it on any five to 15 days
during a two-month period. The Europass, which was introduced in 1994, is
for rail travel in France, Germany, Italy, Spain and Switzerland and is a
first class ticket for adults. Travelers younger than 26 years may buy a
second class ticket. A travel agent discusses her experience in using the
Europass on a trip through Switzerland, Italy and France.

4/3,AB/58   (Item 24 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

06733032   SUPPLIER NUMBER: 14507577   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Smart travel: managing your business on the road. (Special Advertising
   Section)
Inc., v15, n10, p143(11)
Oct, 1993
ISSN: 0162-8968   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 5381   LINE COUNT: 00412

ABSTRACT: Growth companies have special travel needs, and the services of
travel agents often dovetail nicely with those needs. Tips for
entrepreneurs on how to manage travel and control costs are presented.

4/3,AB/59   (Item 25 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

05770290   SUPPLIER NUMBER: 11816898   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Spring 1992 Hardcovers (Spring Books 1992)(tabular information only)
   (Bibliography)
Sanborn, Margaret; Simson, Maria
Publishers Weekly, v239, n5, p28(40)
Jan 22, 1992
CODEN: PWEEA   DOCUMENT TYPE: Bibliography   ISSN: 0000-0019
LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 41991   LINE COUNT: 03507

ABSTRACT: A listing of spring 1992 hardcover books, by publisher, in the
fields of art, biography, business, childcare, cookery, fiction, mystery,
folklore, history, how-to, humor, nature, performing arts, philosophy,
politics, reference, religion and others is presented.

4/3,AB/60   (Item 26 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

05589591   SUPPLIER NUMBER: 12116810   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Air cargo/'91: a strategic tool for international marketers. (includes
  related article on customs brokerage) (Infofile: Air Cargo) (Industry
  Overview)
International Business, v4, n8, p83(5)
Sept, 1991
DOCUMENT TYPE: Industry Overview   ISSN: 1060-4073   LANGUAGE:
  ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 4988   LINE COUNT: 00394

  4/3,AB/61   (Item 27 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

05431403   SUPPLIER NUMBER: 11133674   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Trade paperbacks. (trade paperback books that will be published in the
  fall, 1991: listing by publisher)
Feldman, Gayle; Simson, Maria
Publishers Weekly, v238, n35, p280(56)
August 8, 1991
CODEN: PWEEA   ISSN: 0000-0019   LANGUAGE: ENGLISH   RECORD TYPE:
  FULLTEXT
WORD COUNT: 55587   LINE COUNT: 04551

  4/3,AB/62   (Item 28 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

05193017   SUPPLIER NUMBER: 10903814   (USE FORMAT 7 OR 9 FOR FULL TEXT)
World IT sales grow 8.9% to $278.5B; North America hits $184.7B. (the top
  100 revenue earners in the information technology industry) (includes
  related profiles of the Datamation 100 companies) (Cover Story)
Kelly, Joseph
Datamation, v37, n12, p10(53)
June 15, 1991
DOCUMENT TYPE: Cover Story   ISSN: 1062-8363   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 46795   LINE COUNT: 03697

ABSTRACT: Datamation rates the top 100 companies in the 1990 global
information technology (IT) market. The IT market is growing in 1991
despite a continuing recession in the North American economy. The growth of
the worldwide IS industry was 8.9 percent to $278.5 billion in 1990, which
is up from the 5.3 percent growth the industry experienced in 1989. IBM is
still the dominating force in the IS industry with revenues of $67 billion
for 1990; DEC is in second place with $13 billion and Fujitsu Ltd is in
third with $12.36 billion in 1990 revenue. Workstation sales soared the
highest for 1990 with a 34.7 percent increase in sales. The IT industry
includes large-scale systems, midrange computers, microcomputers,
peripherals, software, workstations, data communications, maintenance and
services.

  4/3,AB/63   (Item 29 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

05168802   SUPPLIER NUMBER: 10803469   (USE FORMAT 7 OR 9 FOR FULL TEXT)
The fourteenth International Online Information Meeting.
Monahan, Christine
Database Searcher, v7, n3, p18(9)
April, 1991
ISSN: 0891-6713   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 8370   LINE COUNT: 00708

4/3,AB/64   (Item 30 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

04637888   SUPPLIER NUMBER: 10649791   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Contrived competition: airline regulation and deregulation, 1925-1988.
Vietor, Richard H.K.
Business History Review, v64, n1, p61(48)
Spring, 1990
ISSN: 0007-6805   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 15046   LINE COUNT: 01266

4/3,AB/65   (Item 31 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

04127398   SUPPLIER NUMBER: 08063711   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**DOT offers forum for ASTA objections to sale of vendor data: sale of
   domestic booking information has caused consternation among agents.
   (Department of Transportation)(American Society of Travel Agents 1989
   World Travel Congress)**
Godwin, Nadine
Travel Weekly, v48, n86, p42(1)
Oct 26, 1989
ISSN: 0041-2082   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 1119   LINE COUNT: 00086

4/3,AB/66   (Item 32 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

03929965   SUPPLIER NUMBER: 07774943   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Your guide to the 39th Canadian Chemical Engineering Conference and 2nd
   International Conference on Separations Science and Technology. (special
   insert for the conference at the Convention Centre in Hamilton, Ontario
   on October 1 to 4, 1989)**
Canadian Chemical News, v41, n6, pP1(49)
June, 1989
ISSN: 0823-5228   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 24557   LINE COUNT: 02864

4/3,AB/67   (Item 33 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

03311347   SUPPLIER NUMBER: 05282076   (USE FORMAT 7 OR 9 FOR FULL TEXT)
 Time **and tide - and automation changes - wait for no man; innovations
   abound in this year's crop of reservations system announcements. (ASTA
   '87: Automation Report)**
Godwin, Nadine
Travel Weekly, v46, p37(4)
Oct 19, 1987
ISSN: 0041-2082   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 3188   LINE COUNT: 00262

4/3,AB/68   (Item 34 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

03138657   SUPPLIER NUMBER: 05162350   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Reregulating the airlines.
Lallande, Ann
Marketing & Media Decisions, v22, p148(2)
June, 1987
ISSN: 0195-4296   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT

4/3,AB/69   (Item 35 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

03131574   SUPPLIER NUMBER: 04809397   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Consumer revolt in Congress. (Airport and Airways Trust Fund)
Higdon, Dave
Air Transport World, v24, p62(2)
May, 1987
ISSN: 0002-2543   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 1975   LINE COUNT: 00160

4/3,AB/70   (Item 36 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

02025401   SUPPLIER NUMBER: 03121181   (USE FORMAT 7 OR 9 FOR FULL TEXT)
The airfare game: guidelines emerge for planner negotiations.
Goldman, June
Meetings & Conventions, v19, p41(10)
Feb, 1984
ISSN: 0025-8652   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 3656   LINE COUNT: 00294

4/3,AB/71   (Item 37 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

01888096   SUPPLIER NUMBER: 02828978   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Operating the program - objectives to review. (incentive travel: a to z)
Barlow, Rick; Kiley, John
Meetings & Conventions, v18, pS9(17)
July, 1983
ISSN: 0025-8652   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 9562   LINE COUNT: 00755

ABSTRACT: All one needs to know about effective use of travel incentives
and overall management of such a program is covered. Carrying out company's
intentions in having such a program is considered essential.

4/3,AB/72   (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter

20529336
**Escape: 99 things you need to know about travelling in 2002: Want to avoid
    dengue fever, find the perfect honeymoon spot, or suddenly indulge the
    urge to drive across Africa? Observer readers clearly do - so they have
    bombarded our Lonely Planet experts,**
TOM HALL AND RACHEL SUDDART
OBSERVER
December 30, 2001
JOURNAL CODE: FOBS   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 10328

    1 Is it safe to use a credit card when reserving rooms by phone? Will
they charge me if I don't turn up?
    Most hotels will ask for your credit card details when you make a
reservation and many charge an initial deposit (a percentage of the
standard rate). This will secure the booking and will be retained by the
proprietor if you fail to show - some places may even charge the full
amount. Do check the booking/cancellation procedure as it differs from
establishment to establishment. If you are at all unsure, request the

information in writing. Always ask for a receipt and keep an eye on credit card statements for unexpected charges.

4/3,AB/73   **(Item 2 from file: 20)**
DIALOG(R)File   20:Dialog Global Reporter
(c) 2002 The Dialog Corp. All rts. reserv.

18507387
Going Czech
The 'low cost' airline revolution has passed most Czechs by, although they have indirectly experienced its effects on Europe's transformed travel market. Now, Go wants to bring them into the slightly cramped fold
 SECTION TITLE: Feature
Marius Dragomir
PRAGUE BUSINESS JOURNAL
August 27, 2001
JOURNAL CODE: WPBJ   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 1784

      Two years after it landed in Prague, "low cost" airline Go is making a bid to broaden its undeniable impact on the Czech airline market.
      Next month, in a **departure`** from its advertising strategy so far, Go will launch an advertising campaign in Czech aimed at encouraging Czechs to join its largely expatriate flyers between Prague's Ruzyne and London's Stansted airports.

4/3,AB/74   **(Item 1 from file: 80)**
DIALOG(R)File   80:TGG Aerospace/Def.Mkts(R)
(c) 2002 The Gale Group. All rts. reserv.

01357680   Supplier Number: 45231203
Taking the hassle out of airline travel
Interavia Business & Technology, p31
Jan, 1995
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1528

4/3,AB/75   **(Item 1 from file: 637)**
DIALOG(R)File 637:Journal of Commerce
(c) 2002 Commonwealth Bus. Media. All rts. reserv.

WORKING OUT THE PC-BOOKING BUGS
JOURNAL OF COMMERCE (JC) - FRIDAY June 5, 1987
By: CHRISTOPHER LOFTING Contributing Editor
Edition: FIVE STAR   Section: AVIATION   Page: 9B
Word Count: 1,043
?type s4/3,9/25

4/9/25   **(Item 3 from file: 624)**
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2002 McGraw-Hill Co. Inc. All rts. reserv.

0188111
PLANNING A TRIP?   LET YOUR PC DO THE LEGWORK
Business Week   February 5, 1990;   Pg 92;   Number 3144
Journal Code: BW   ISSN: 0007-7135
Section Heading: Personal Business: Travel
Word Count: 894

BYLINE:
EDITED BY PETER FINCH

Jim Ellis

TEXT:

The week before Thanksgiving, Mark McBride decided to change his holiday travel plans. But instead of placing a frantic call to his local travel agent, the broadcasting analyst connected his personal computer with the American Airlines **reservation** system and scoured the list of available seats. Half an hour later, McBride found a ticket that fit his new itinerary--and saved $70 off the regular fare. "That's the **sort** of **time**-consuming thing a travel agent wouldn't want to do," he says with a touch of pride. "But I find this fun, and I'd rather do it myself."

Thanks to the PC explosion, just about anybody can become an armchair travel agent. All you need is a computer, a modem, some communications software, and access to a "gateway" computer network, such as CompuServe. Then you're ready to check the progress of your mother-in-law's **flight** from Cleveland, book a luxury ski holiday in St. Moritz, or even peer into your frequent-flier account.

'MENU HELL.' Calling a gateway--a local number--links your modem with one of the three airline-reservations services (table). These services let you check fares and book flights on practically any airline in the world.

Gateways also offer their own services, such as tour packages, detailed weather information, and travel tips. While most of the travel services themselves are free, the gateways usually charge a fee. The biggest, CompuServe (800 848-8199), charges about 21 a minute. Advertiser-supported Prodigy (800 822-6922), a joint venture of Sears and IBM, costs only $9.95 a month for unlimited usage.

The per-minute charges can add up--particularly for novices who have to hunt for an explanation of an "open-jaw" or "circle-trip" fare. "It's very easy to get trapped in menu hell," says Richard tenEyck, director of the telecommunications group at the Boston Computer Society. Adds McBride: "Whatever I saved on my first ticket, I probably ate up in CompuServe fees."

Of all the **reservation** systems, the OAG Electronic Edition (800 323-3537) has the best mix of easy-to-use commands and efficiently presented data. (OAG stands for Official Airline Guides, the bible of the frequent flier.) Particularly nifty are its fare screens, which use charts to quickly flag advance-purchase requirements and cancellation penalties.

Unlike the other systems, OAG can be reached directly from your computer, without a gateway. But at 47 per minute during business hours, it can be pricey for browsers. It's usually cheaper to go through a gateway. There's another drawback: Reservations made through the OAG system on TWA and several other airlines can be ticketed only by the Thomas Cook travel agency, which is a hassle for travelers who prefer to pick up tickets at the airport.

American Airlines' Eaasy Sabre, the four-year-old consumer version of its travel agents' **reservation** system, is more flexible about tickets. You can pick them up or have them sent anywhere you want. The system has several other noteworthy features: It automatically displays the lowest one-way fare available on each **flight** . It also has a brand new fare-finder, which asks you to name a **price** and then ferrets out the flights where it's still available. "That was the No. 1 request from our users, who want as much control as they can get," says Eaasy Sabre manager James Fite.

At-home travel agents who use the colorful graphics version of Eaasy Sabre on the Prodigy network won't be able to plug into either of those **time** -saving features until next summer. Still, Prodigy's plain-English, fill-in-the-blanks travel-request screens receive raves from users; most other systems require users to memorize codes and rigid command sequences. Eugene Miller, president of Comerica, a bank holding company in Detroit, has turned into a Prodigy fan. When his secretary hands him his itinerary, "I'll run off the airline schedules on either side of the **flight** she's scheduled--so I'll know the options if the meeting ends early or late," Miller says. "It's really neat."Not everyone feels that way about Travelshopper, a service offered by TWA and Northwest Airlines' PARS

reservations system. It's the least user-friendly of the major services. Comparing fare restrictions among different airlines on a route--one of the key attractions of being your own travel agent--is a real chore: You have to flip back and forth among different screens. And the system's descriptions of important fare restrictions are skimpy compared with those of other services. But if you frequently travel on special-purpose fares, such as government or senior discounts, they're easy to seek out on Travelshopper.Booking flights is only the beginning of what you can do with a PC. With a little practice, you can check prices or make reservations for hotels and rental cars almost anywhere in the world. You'll also find a host of discount foreign air fares, cruises, and package tours. The Official Recreation Guide, available on a number of networks, asks for your favorite type of vacation--adventure, sun, water, etc. Then it gives you a list of tour packages that fit your specifications.

But be sure to look carefully at the travel packages offered over most gateways. One computerized discount travel service now has two-night air-and-hotel packages to Las Vegas for $596 per couple. Yet a quick scan of airfares and hotel prices listed on Eaasy Sabre shows that you could book a similar trip for at least $50 less--with a wider choice of airlines, **departure** times, and hotels. That kind of sleuthing is what being your own travel agent is all about.

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TABLE:
available online)
THE BIG THREE OF PC TRAVEL SERVICES
Name              What's available
EAASY SABRE       Airline, hotel, rental-car reservations; American Airlines
                  frequent-flier balances
OAG ELECTRONIC    Airline, hotel, rental-car, and condo reservations;
EDITION           airport arrival info; discount/sports/adventure tours; fr·
equent
                  -flier info on many airlines
TRAVELSHOPPER     Airline, hotel, rental-car reservations; Northwest Airlines
                  frequent-flier balances; TWA, Northwest arrival and
  departure
                  status
DATA: BW
```

SPECIAL FEATURE:
Table

?type s4/3,9/27

4/9/27   (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
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02578557   Supplier Number: 63571868 (THIS IS THE FULLTEXT)
Delta Air Lines Reports Record June Quarter And Fiscal Year Results.
PR Newswire, pNA
July 20, 2000
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 2983
TEXT:
 JUNE 2000 QUARTER CONSOLIDATED RESULTS
     excluding unusual items)
      * Record Diluted Earnings Per Share of $2.86, up 19 Percent
      * Record Net Income of $376 Million, up 3 Percent
      * Record 32 Million Passengers Enplaned, up 12 Percent
      * Operating Margin of 15.4 Percent
      * Load Factor of 77.5 Percent
     FISCAL YEAR 2000 CONSOLIDATED RESULTS(excluding unusual items)
      * Record Diluted Earnings Per Share of $7.36, up 4 Percent
      * Record 117 Million Passengers Enplaned, up 9 Percent
      * Net Income of $1.0 Billion
      * Operating Margin of 11.7 Percent

* Ending Cash Balance and Short-Term Investments of $1.7 Billion
* Load Factor of 72.6 Percent
FISCAL YEAR 2000 HIGHLIGHTS
* Top-tier operational performance
* Ranked #2 in University of Michigan's Airline Customer Satisfaction
Index
* Ranked #2 in Harris Interactive's survey of top domestic airline
carriers
* Launched SkyTeam, a global alliance partnering Delta with
Aeromexico,
Air France, and Korean Air
* Acquired Comair, a Delta Connection carrier
* Most traveled airline in the world carrying 117 million passengers
* Extended strategic partnership with American Express
* Repurchased 16.5 million shares for $790 million
* Monetized $1.2 billion of non-core assets, including $784 million
of
priceline.com common stock
* Announced industry's largest regional jet order of 94 Canadair
Regional
Jets plus options to purchase 406 additional CRJ aircraft
* Ramp and cargo employees solidly rejected union representation
* Announced program to offer employees home computers and Internet
access
at a low cost in conjunction with PeoplePC
* Launched a redesigned www.delta-air.com Web site
* Formed Orbitz, an Internet travel Web site jointly owned by Delta
and
four other carriers
* Announced strategic alliance with SoftNet Systems to offer wireless
broadband Internet service to customers at Delta's gates and Crown
Room
Clubs
* Announced intent, with six other airlines, to create and operate an
Internet marketplace linking carriers worldwide to purchase airline-
related goods and services
* Formed partnership with e-Travel to provide corporate customers the
ability to purchase directly from Delta
* Announced MYOB Travel, a travel Web site dedicated to serve the
needs
of small business travelers
* Formed strategic partnership with Gate Gourmet and i2 Technologies
to
allow Delta to manage all of its in- **flight** catering operations more
effectively
ATLANTA, July 20 /PRNewswire/ --
    Delta Air Lines (NYSE: DAL) today reported June 2000 quarter record
net income and diluted earnings per share of $460 million and $3.51,
respectively. Excluding unusual items, June 2000 quarter net income was
$376 million and diluted earnings per share was up 19% to $2.86, which
exceeded the First Call consensus of $2.72. In the June 1999 quarter, Delta
reported net income of $364 million and earnings per share of $2.40.
    The unusual items in the quarter ended June 2000 included a $228
million non-cash, pre-tax gain from the exchange of priceline.com common
stock for priceline.com convertible preferred stock, a non-recurring charge
of $86 million for an early retirement medical option program, and a change
in accounting principle (adoption of SAB 101).
    Excluding unusual items, ASA and Comair, June 2000 quarter unit cost
increased 4.9 percent, while non-fuel unit costs increased 3.5 percent.
Delta's consolidated average fuel **price** per gallon increased 22 percent.
Delta's fuel hedging program continued to mitigate fuel **price** increases,
saving Delta $133 million in the June 2000 quarter.
    For fiscal year 2000, Delta reported net income of $1.3 billion and
diluted earnings per share of $9.42. Excluding unusual items, net income
and diluted earnings per share were $1.0 billion and $7.36, respectively.
The unusual items for fiscal year 2000 included asset writedowns and other
special charges, gains from the sale of investments, and a change in
accounting principle.
    "Despite a difficult air traffic control environment and challenging

weather events, we flew a record 117 million passengers during fiscal year 2000. Thanks to 80,000 dedicated Delta people, we continue to deliver excellent operational and financial results," said Leo F. Mullin, Delta's chairman and chief executive officer.

Delta's fiscal year 2000 unit cost, excluding unusual items, ASA and Comair, increased 2.0 percent, less than the rate of inflation. "Delta delivered on its commitment to keep its non-fuel cost increase to approximately one percent due to productivity and process improvements across all areas of the company," said Ed West, executive vice president and chief financial officer.

June 2000 Quarter Unusual Items

During the June 2000 quarter, Delta exercised its right to exchange six million shares of priceline.com common stock for six million shares of priceline.com convertible preferred stock. The preferred stock has a stated value of $59.93 per share and bears a dividend of eight percent per year, payable in shares of priceline.com common stock. Delta recognized a non-cash, pre-tax gain of $228 million for this exchange.

In addition, Delta recognized a one- **time** , pre-tax charge of $86 million for an early retirement medical option program. Approximately 2,500 employees elected to participate in this program, which allows employees to retire with continued medical coverage without paying certain early retirement medical premiums.

Delta also changed its method of accounting for the sale of frequent flyer mileage credits to participating partners, such as credit card companies, to comply with Staff Accounting Bulletin (SAB) 101, "Revenue Recognition in Financial Statements." Under the Company's new accounting method, a portion of the revenue from the sale of mileage credits will be deferred and recognized when the credits are redeemed for travel. The Company retroactively adopted SAB 101 as of July 1, 1999. It resulted in a cumulative effect adjustment of $66 million, net of tax, to reflect application of the new accounting method to fiscal years prior to July 1, 1999, and decreased operating income by $34 million in fiscal year 2000.

Becoming #1 in the Eyes of Our Customers

Delta continues to maintain its top-tier **ranking** in U. S. Department of Transportation performance measures among the 10 major airlines. For the year ending May 2000, Delta ranked number two in fewest customer complaints, number three in fewest mishandled bags, and number four in on- **time** performance. Since 1997, Delta has moved from the bottom to the top tier in operational performance, as measured by the U.S. Department of Transportation.

During the fiscal year, Delta made several enhancements in providing distinctive customer service. In December 1999, Delta launched its 12 point Customer Commitment program. Delta is aggressively building upon its overall customer service efforts. Delta also completed installation of its new gate and boarding technology in its top 26 cities and is currently working on the next 28 cities, which will be completed by December 2000 and impact 85 percent of our customers.

In February, as part of its ongoing commitment to improve customer service, Delta launched a redesigned Web site. The new site provides customers with an enhanced online experience by providing quicker and easier access to information. In June, the research firm NPD Group ranked www.delta-air.com number one in online user loyalty and satisfaction, and number one in intent to purchase by online customers. Ticket sales over www.delta-air.com are growing at 260 percent a year. Total on line ticket sales account for 10 percent of tickets sold.

During the March quarter, Delta announced new wireless capability that provides U.S. customers with wireless access to their **flight** itineraries, up- to-date **flight**   **arrival** / **departure** information, same-day gate information, and worldwide **flight** schedules via hand-held personal digital assistant devices and Web-enabled wireless phones that connect customers to Delta's Web site.

Taking Passengers from Anywhere to Everywhere

During fiscal year 2000, Delta made several moves to strengthen its ability to take passengers from anywhere to everywhere. In November 1999, Delta acquired Comair, a Delta Connection carrier. The addition of Comair, combined with Delta's acquisition of ASA in March 1999, makes Delta the industry leader in regional jets. In March 2000, Delta announced the industry's largest regional jet order. Delta Connection carriers ordered a total of 94 Canadair Regional Jets (CRJ) from Bombardier Aerospace, and

obtained options to purchase up to 406 additional CRJ aircraft. This
agreement will allow Delta to continue to extend its network to smaller
cities. It strengthens customer service, builds connecting traffic through
mainline hubs, and supports overall network expansion.

In June 2000, Delta launched SkyTeam, a global alliance partnering
Delta with Aeromexico, Air France, and Korean Air. SkyTeam's passengers
will be able to choose from 6,402 daily flights to 451 destinations in 98
countries - including more nonstop destinations between the United States
and Europe than any other airline grouping. "Delta's international entities
saw strong traffic growth in the June quarter. Contributing greatly to this
success is the growing integration of our network with Air France and
Aeromexico," said Mullin.

Delta also announced that it will begin serving Bogota, Colombia on
December 1, 2000. This service compliments three other routes from Atlanta
to Mexico and South America that are set to launch in fall 2000 - Leon and
Los Cabos, Mexico and Santiago, Chile. By the end of 2000, Delta will serve
15 destinations in Mexico, Central America, and South America from Atlanta,
up from four destinations in the beginning of 1998. In addition, Delta is
increasing its successful Caribbean service by adding new service from New
York-JFK to Aruba and Grand Cayman, Cincinnati to San Juan, and Atlanta to
Provideciales, Turks & Caicos.

Building a Superior Delta Team
Delta continued to strengthen its relationship with its employees
during fiscal year 2000. In the September quarter, Delta reached an
agreement with its pilots on pay rates for the Boeing 777 and the 767-400
aircraft.

In the March quarter, Delta's approximately 11,000 ramp and cargo
employees solidly rejected representation by the Transport Workers Union of
America, choosing to remain union free. "It is our vision to make Delta the
best airline in the world and to become a preferred company to work for,"
said Mullin. "We are committed to building a strong partnership and
continuing open dialogue directly with our employees." Delta also announced
plans to offer its employees home computers, software and Internet
connections at a minimal cost in conjunction with PeoplePC.

Leveraging Delta's Strengths
During the fiscal year, Delta leveraged its strengths by developing
several significant initiatives in the e-world. In November 1999, Delta
announced a partnership with four other airlines to form an independently
owned travel web site. The site, Orbitz, will be the first multi-airline
travel portal. In the March 2000 quarter, Delta announced plans to launch
MYOB Travel (Mind Your Own Business), a travel Web site dedicated to the
needs of small business travelers.

Delta continued its commitment to customer service with a series of
new and enhanced Internet-based travel services for its global customer
base, including a redesigned Web site (www.delta-air.com), new corporate
booking functionality at delta-air.com, and the roll out of an online
travel agency service center.

Additionally, in May 2000, Delta enhanced its relationship with its
corporate customers by forming a partnership with e-Travel to provide
corporate customers the ability to purchase directly from Delta's internal
reservation system.

In the June quarter, Delta announced a strategic alliance with
SoftNet Systems to offer wireless broadband Internet service to Delta
customers at Delta's gates and Crown Room Clubs. Delta also announced its
intent, with six other airlines, to create and operate an Internet
marketplace linking carriers worldwide to purchase airline-related goods
and services.

"Everything we're doing in the e-world leverages our core business,"
said Mullin. "And everything we do with our core business enhances the
relationship with all of our constituencies - customers, shareowners and
employees."

In addition, Delta and American Express extended their long-term
partnership that includes offering the cobranded Delta SkyMiles Credit
Cards and Delta's participation in American Express' Membership Rewards
program.

Delta will host a conference call to discuss its quarterly earnings
on July 20, 2000 at 10:00 a.m. Eastern Standard **Time** . The call is
available to investors via the World Wide Web at http://www.delta-
air.com/inside/investors/index.jsp or at www.streetfusion.com.

Delta's goal is to become the #1 airline in the eyes of its customers, flying passengers and cargo from anywhere to everywhere. Passengers already choose to fly Delta more often than any other airline in the world. Customers can choose from more than 5,299 flights each day to 362 cities in 58 countries on Delta, Delta Express, Delta Shuttle, the Delta Connection carriers, and Delta's Worldwide Partners. Delta is a founding member of the SkyTeam global airline alliance, which provides customers with extensive worldwide destinations, flights and services. For more information, visit Delta at www.delta-air.com.

Statements in this news release which are not purely historical facts, including statements regarding our beliefs, expectations, intentions or strategies for the future, may be "forward-looking statements" under the Private Securities Litigation Reform Act of 1995. All forward-looking statements involve a number of risks and uncertainties that could cause actual results to differ materially from the plans, intentions, and expectations reflected in or suggested by the forward-looking statements. Factors and events that could cause these differences include, but are not limited to: general economic conditions, both in the United States and in our markets outside the United States; competitive factors such as the airline pricing environment, international alliances, code-sharing programs and capacity decisions by competitors; outcomes of negotiations on collective bargaining agreements; changes in aircraft fuel prices; fluctuations in foreign currency exchange rates; actions by the United States and foreign governments; the willingness of customers to travel generally and with us specifically, which could be affected by factors such as our on- **time** performance, our baggage handling performance, how well we respond to customer complaints and our and the industry's safety record; unforeseen or unknown issues arising out of our acquisitions of ASA and COMAIR; and the outcome of our litigation. We undertake no obligation to update any forward-looking statements to reflect events or circumstances that may arise after the date of this release.

DELTA AIR LINES, INC.
CONSOLIDATED STATEMENTS OF OPERATIONS
(Unaudited; In Millions, Except Share Data)

	Three Months Ended June 30,		Twelve Months Ended June 30,	
	2000	1999	2000	1999
Operating Revenues:				
Passenger	$4,190	$3,679	$14,876	$13,685
Cargo	145	134	579	557
Other, net	134	107	433	355
Total operating revenues	4,469	3,920	15,888	14,597
Operating Expenses:				
Salaries and related costs	1,515	1,271	5,597	4,993
Aircraft fuel	462	354	1,646	1,360
Depreciation and amortization	301	269	1,146	961
Other selling expenses	172	151	644	641
Passenger commissions	177	216	722	867
Contracted services	237	206	893	772
Landing fees and other rent	195	188	742	707
Aircraft rent	186	153	694	590
Aircraft maintenance mat'ls and outside repairs	195	146	681	561
Passenger service	114	130	471	500
Asset writedowns and other special charges	86	-	555	-
Other	223	194	809	775
Total operating expenses	3,863	3,278	14,600	12,727
Operating Income	606	642	1,288	1,870
Other Income (Expense):				
Interest expense	(105)	(60)	(354)	(199)
Interest capitalized	13	12	49	46
Interest income	25	10	108	52
Gains from sales of investments	228	-	1,202	26
Misc. Income (expense), net	8	6	(10)	31
	169	(32)	995	(44)
Income Before Income Taxes	775	610	2,283	1,826

Income Taxes Provided (315) (246) (914) (725)
Net Income Before Cumulative
Effect of Change in
Accounting Principle, Net
of Tax 460 364 1,369 1,101
Cumulative Effect of Change in
Accounting Principle, Net
of Tax - - (66) -
Net Income 460 364 1,303 1,101
Preferred Stock Dividends (3) (3) (12) (11)
Net Income Attributable
To Common Shareowners $ 457 $ 361 $ 1,291 $ 1,090
Basic Income Per Common Share
Before Cumulative Effect of
Change in Acctg Principle: $ 3.73 $ 2.59 $ 10.42 $ 7.63
Basic Income Per Common
Share: $ 3.73 $ 2.59 $ 9.92 $ 7.63
Diluted Income Per Common Share
Before Cumulative Effect of
Change in Acctg Principle: $ 3.51 $ 2.40 $ 9.90 $ 7.20
Diluted Income Per Common
Share: $ 3.51 $ 2.40 $ 9.42 $ 7.20
Net Income-Excluding Gains from
Sales of Investments,
Non-Recurring Charges and
Change in Acctg Principle $ 376 $ 364 $1,019 $1,085
Diluted Income Per Common
Share-Excluding Gains from
Sales of Investments,
Non-Recurring Charges and
Change in Accounting
Principle $ 2.86 $2.40 $ 7.36 $ 7.09
Operating Margin 13.6% 16.4% 8.1% 12.8%
Operating Margin-Excluding
Non-Recurring Charges and
Change in Acctg Principle $ 15.4% 16.2% 11.7% 12.7%
Weighted Average Shares Used
In Per Share Computation:
Basic 122,558 139,602 130,183 142,924
Diluted 130,950 151,185 137,948 152,383
The Consolidated Statements of Operations include ASA's and
Comair's results since 4/1/99 and 11/22/99, respectively.
STATISTICAL SUMMARY, EXCLUDING ASA HOLDINGS, INC., COMAIR
HOLDINGS, INC., NON-RECURRING CHARGES AND CHANGE IN ACCOUNTING
PRINCIPLE:
Revenue Psgr Miles (millions) 28,906 26,982 106,860 104,254
Available Seat Miles
(millions) 37,137 36,014 146,565 143,439
Passenger Mile Yield (cents) 12.83 12.87 12.64 12.75
Operating Revenue Per
Available Seat Mile (cents) 11.00 10.65 10.20 10.17
Operating Cost per
Available Seat Mile (cents) 9.38 8.94 9.07 8.89
Passenger Load Factor 77.84 74.92 72.91 72.68
Breakeven Passenger Load
Factor 65.17 61.66 63.97 62.61
Psgrs Enplaned 28,333 27,438 106,348 105,761
Revenue Ton Miles (millions) 3,355 3,126 12,504 12,115
Cargo Ton Miles (millions) 462 428 1,813 1,690
Cargo Ton Mile Yield (cents) 30.92 30.92 31. 53 32.91
Fuel Gallons Consumed
(millions) 693 682 2,737 2,716
Average **Price** Per Fuel Gallon
(cents) 60.15 50.84 55.81 49.80
Number of Aircraft in Fleet at
End of Period 593 584 593 584
Average Full- **Time** Equivalent
Employees 73,800 72,200 72,000 71,500